



# UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE  
United States Patent and Trademark Office  
Address: COMMISSIONER FOR PATENTS  
P.O. Box 1450  
Alexandria, Virginia 22313-1450  
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/603,302	06/23/2000	Allen B. Childress	5053-35700	1770
7590		04/19/2007	EXAMINER	
Eric b Meyertons		BLECK, CAROLYN M		
Conley Rose & Tayon PC		ART UNIT		PAPER NUMBER
P O Box 398		3626		
Austin, TX 78767-0398		MAIL DATE		DELIVERY MODE
		04/19/2007		PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

<b>Interview Summary</b>	<b>Application No.</b>	<b>Applicant(s)</b>	
	09/603,302	CHILDRESS, ALLEN B.	
	<b>Examiner</b>	<b>Art Unit</b>	
	Carolyn M. Bleck	3626	

All participants (applicant, applicant's representative, PTO personnel):

- (1) Carolyn M. Bleck. (3) \_\_\_\_.
- (2) Chris Thompson. (4) \_\_\_\_.

Date of Interview: 2/26/07, 3/7/07.

Type: a) ☒ Telephonic b) ☐ Video Conference  
c) ☐ Personal [copy given to: 1) ☐ applicant 2) ☐ applicant's representative]

Exhibit shown or demonstration conducted: d) ☐ Yes e) ☒ No.  
If Yes, brief description: \_\_\_\_.

Claim(s) discussed: 13-16.

Identification of prior art discussed: n/a.


Agreement with respect to the claims f) ☐ was reached. g) ☐ was not reached. h) ☒ N/A.

Substance of Interview including description of the general nature of what was agreed to if an agreement was reached, or any other comments: The Examiner indicated that claim 1 would be allowable if claims 2-3 and 6 were incorporated into claim 1. The Examiner indicated that similar changes could be made to the other pending independent claims to put them in condition for allowance. Applicant agreed to submit proposed amendments (submitted 3/7/07) which are attached to this interview summary.

(A fuller description, if necessary, and a copy of the amendments which the examiner agreed would render the claims allowable, if available, must be attached. Also, where no copy of the amendments that would render the claims allowable is available, a summary thereof must be attached.)

THE FORMAL WRITTEN REPLY TO THE LAST OFFICE ACTION MUST INCLUDE THE SUBSTANCE OF THE INTERVIEW. (See MPEP Section 713.04). If a reply to the last Office action has already been filed, APPLICANT IS GIVEN A NON-EXTENDABLE PERIOD OF THE LONGER OF ONE MONTH OR THIRTY DAYS FROM THIS INTERVIEW DATE, OR THE MAILING DATE OF THIS INTERVIEW SUMMARY FORM, WHICHEVER IS LATER, TO FILE A STATEMENT OF THE SUBSTANCE OF THE INTERVIEW. See Summary of Record of Interview requirements on reverse side or on attached sheet.

Examiner Note: You must sign this form unless it is an Attachment to a signed Office action.

  
Examiner's signature, if required

## Summary of Record of Interview Requirements

### Manual of Patent Examining Procedure (MPEP), Section 713.04, Substance of Interview Must be Made of Record

A complete written statement as to the substance of any face-to-face, video conference, or telephone interview with regard to an application must be made of record in the application whether or not an agreement with the examiner was reached at the interview.

### Title 37 Code of Federal Regulations (CFR) § 1.133 Interviews

#### Paragraph (b)

In every instance where reconsideration is requested in view of an interview with an examiner, a complete written statement of the reasons presented at the interview as warranting favorable action must be filed by the applicant. An interview does not remove the necessity for reply to Office action as specified in §§ 1.111, 1.135. (35 U.S.C. 132)

#### 37 CFR §1.2 Business to be transacted in writing.

All business with the Patent or Trademark Office should be transacted in writing. The personal attendance of applicants or their attorneys or agents at the Patent and Trademark Office is unnecessary. The action of the Patent and Trademark Office will be based exclusively on the written record in the Office. No attention will be paid to any alleged oral promise, stipulation, or understanding in relation to which there is disagreement or doubt.

The action of the Patent and Trademark Office cannot be based exclusively on the written record in the Office if that record is itself incomplete through the failure to record the substance of interviews.

It is the responsibility of the applicant or the attorney or agent to make the substance of an interview of record in the application file, unless the examiner indicates he or she will do so. It is the examiner's responsibility to see that such a record is made and to correct material inaccuracies which bear directly on the question of patentability.

Examiners must complete an Interview Summary Form for each interview held where a matter of substance has been discussed during the interview by checking the appropriate boxes and filling in the blanks. Discussions regarding only procedural matters, directed solely to restriction requirements for which interview recordation is otherwise provided for in Section 812.01 of the Manual of Patent Examining Procedure, or pointing out typographical errors or unreadable script in Office actions or the like, are excluded from the interview recordation procedures below. Where the substance of an interview is completely recorded in an Examiners Amendment, no separate Interview Summary Record is required.

The Interview Summary Form shall be given an appropriate Paper No., placed in the right hand portion of the file, and listed on the "Contents" section of the file wrapper. In a personal interview, a duplicate of the Form is given to the applicant (or attorney or agent) at the conclusion of the interview. In the case of a telephone or video-conference interview, the copy is mailed to the applicant's correspondence address either with or prior to the next official communication. If additional correspondence from the examiner is not likely before an allowance or if other circumstances dictate, the Form should be mailed promptly after the interview rather than with the next official communication.

The Form provides for recordation of the following information:

- Application Number (Series Code and Serial Number)
- Name of applicant
- Name of examiner
- Date of interview
- Type of interview (telephonic, video-conference, or personal)
- Name of participant(s) (applicant, attorney or agent, examiner, other PTO personnel, etc.)
- An indication whether or not an exhibit was shown or a demonstration conducted
- An identification of the specific prior art discussed
- An indication whether an agreement was reached and if so, a description of the general nature of the agreement (may be by attachment of a copy of amendments or claims agreed as being allowable). Note: Agreement as to allowability is tentative and does not restrict further action by the examiner to the contrary.
- The signature of the examiner who conducted the interview (if Form is not an attachment to a signed Office action)

It is desirable that the examiner orally remind the applicant of his or her obligation to record the substance of the interview of each case. It should be noted, however, that the Interview Summary Form will not normally be considered a complete and proper recordation of the interview unless it includes, or is supplemented by the applicant or the examiner to include, all of the applicable items required below concerning the substance of the interview.

A complete and proper recordation of the substance of any interview should include at least the following applicable items:

- 1) A brief description of the nature of any exhibit shown or any demonstration conducted,
- 2) an identification of the claims discussed,
- 3) an identification of the specific prior art discussed,
- 4) an identification of the principal proposed amendments of a substantive nature discussed, unless these are already described on the Interview Summary Form completed by the Examiner,
- 5) a brief identification of the general thrust of the principal arguments presented to the examiner,  
(The identification of arguments need not be lengthy or elaborate. A verbatim or highly detailed description of the arguments is not required. The identification of the arguments is sufficient if the general nature or thrust of the principal arguments made to the examiner can be understood in the context of the application file. Of course, the applicant may desire to emphasize and fully describe those arguments which he or she feels were or might be persuasive to the examiner.)
- 6) a general indication of any other pertinent matters discussed, and
- 7) if appropriate, the general results or outcome of the interview unless already described in the Interview Summary Form completed by the examiner.

Examiners are expected to carefully review the applicant's record of the substance of an interview. If the record is not complete and accurate, the examiner will give the applicant an extendable one month time period to correct the record.

### Examiner to Check for Accuracy

If the claims are allowable for other reasons of record, the examiner should send a letter setting forth the examiner's version of the statement attributed to him or her. If the record is complete and accurate, the examiner should place the indication, "Interview Record OK" on the paper recording the substance of the interview along with the date and the examiner's initials.



MEYERTONS  
HOOD  
KIVLIN  
KOWERT  
& GOETZEL

A PROFESSIONAL CORPORATION

PATENTS, TRADEMARKS, COPYRIGHTS & UNFAIR COMPETITION

700 LAVACA, SUITE 800  
AUSTIN, TEXAS 78701  
TELEPHONE (512) 853-8800  
FACSIMILE (512) 853-8801

**FAX**

To: Examiner Carolyn Bleck

From: Chris Thompson

Fax: (571) 273-6767

Pages: (including cover sheet) 42

Phone: (571) 272-6767

Date: March 7, 2007

Re: Appl. Ser. No. 09/603,302

Phone: (512) 853-8877

Dear Examiner Bleck:

Pursuant to our discussion, attached please find a proposed amendment in the above-referenced case.

Sincerely,

Chris D. Thompson

THIS FACSIMILE TRANSMITTAL AND THE DOCUMENTS ACCOMPANYING THIS FACSIMILE TRANSMITTAL CONTAIN CONFIDENTIAL INFORMATION INTENDED ONLY FOR THE USE OF THE INDIVIDUAL NAMED ABOVE. IF YOU ARE NOT THE INTENDED RECIPIENT YOU ARE NOTIFIED THAT THIS COMMUNICATION MAY BE SUBJECT TO THE ATTORNEY-CLIENT OR WORK-PRODUCT PRIVILEGE AND THAT THE DISSEMINATION, DISTRIBUTION OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE IMMEDIATELY NOTIFY US BY TELEPHONE (COLLECT) TO ARRANGE FOR RETURN OF THE DOCUMENTS. RECEIPT BY ANYONE OTHER THAN THE INTENDED RECIPIENT IS NOT A WAIVER OF ANY ATTORNEY-CLIENT OR WORK-PRODUCT PRIVILEGE.

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Application No.: 09/603,302  
Confirmation No.: 1770  
Filed: June 23, 2000  
First Named Inventor:  
Allen B. Childress

Title: DYNAMIC HELP  
SYSTEM FOR AN  
INSURANCE CLAIMS  
PROCESSING SYSTEMS

§ Examiner: Bleck, C.  
§ Art Unit: 3626  
§ Atty. Dkt. No: 5053-35700  
§  
§  
§  
§  
§  
§  
§  
§  
§  
§

**CERTIFICATE OF MAILING  
UNDER 37 C.F.R. §1.8****DATE OF DEPOSIT:**

I hereby certify that this correspondence is being deposited with  
the United States Postal Service with sufficient postage as first  
class mail on the date indicated above and is addressed to:  
Commissioner for Patents  
Alexandria, VA 22313-1450

Amy Caddell

**PROPOSED AMENDMENT**

**Mail Stop Amendment**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria VA 22313-1450

Sir:

**Proposed Amendments to the Claims** are reflected in the listing of claims that begins  
on page 2 of this paper.

**Remarks** begin on page 41 of this paper.

**Proposed Amendments to the Claims**

Please cancel claims 2,3, 6, 14-16, 22, 25, 44, 45, 48, 52, 53, 55-57, 62, 63, 65, 82, 84, 87, 89, 90, 94, 96, 98, 115, and 117 without prejudice.

The following listing of claims will replace all prior versions and/or listings of claims in the application.

**Listing of Claims:**

1. (Currently amended): A method for providing context-sensitive help in a computer-based bodily injury insurance claims processing system comprising a display, the method comprising:

initiating processing of a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiating a first step in the processing of the insurance claim;

retrieving a page identifier for the display page for the first step from display information describing the display page for the first step, wherein the page identifier for the display page for the first step is a unique code for the display page for the first step;

locating a first help information entry for the first step in a help database using the page identifier for the display page, wherein the first help information entry for the first step includes a first unit of help information for the first step, wherein the help database comprises one or more help information tables, wherein the one or more help information tables comprise:

a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and  
a text table, wherein units of help information in the text table include text sections from the one or more documents;  
locating a second help information entry for the first step in the help database using the page identifier for the display page, wherein the second help information entry for the first step includes a second unit of help information for the first step;  
reading the first unit of help information for the first step from the first help information entry in the help database;  
reading the second unit of help information for the first step from the second help information entry in the help database;  
determining a first relevance value for the first unit of help information read from the first help information entry for the first step;  
determining a second relevance value for the second unit of help information read from the second help information entry for the first step;  
displaying the first unit of help information read from the first help information entry for the first step on the display; and  
displaying the second unit of help information read from the second help information entry for the first step on the display; and  
displaying the display page for the first step on the display;  
wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display;  
wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values; and

wherein, in determining at least one of the first or second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

2-3. (Cancelled)

4. (Previously presented): The method of claim 1,  
wherein the help database comprises an index table comprising a plurality of index table entries, wherein a first portion of the plurality of index table entries each comprise a page identifier and an object identifier;  
wherein the ~~help database further comprises one or more help information tables~~ each comprising a plurality of help information entries, wherein each of the plurality of help information entries comprises an object identifier and a unit of help information; and  
wherein the index table entries in the index table are used to locate help information entries in the one or more help information tables by matching index table entry object identifiers to help information entry object identifiers.

5. (Original): The method of claim 4,  
wherein said locating the first help information entry for the first step in the help database using the page identifier for the display page comprises:  
locating in the index table a first index table entry comprising a page identifier that matches the page identifier for the display page, wherein the first index table entry comprises a first object identifier;  
reading the first object identifier from the index table entry; and  
locating in a first of the one or more help information tables the first help information entry for the first object identifier, wherein an object identifier in the first help information entry matches the first object identifier from the first index table entry, and wherein the first help



information entry further comprises the first unit of help information for the first step.

6-7. (Cancelled)

8. (Previously presented): The method of claim 1,  
wherein the first unit of help information read from the first help information entry for the display page is information relevant to performing the first step in processing of the bodily injury insurance claim.
9. (Previously presented): The method of claim 1,  
wherein the first unit of help information read from the first help information entry for the display page is extracted from a guidebook comprising a plurality of terms used in bodily injury insurance claims processing.
10. (Previously presented): The method of claim 1, further comprising:  
providing a search interface on the display, wherein the search interface is  
configured to accept user input of one or more terms to be searched for in the help database;  
receiving a first term to be searched for in the search interface;  
initiating a search for the first term in the help database;  
locating a first help information entry for the first term in the help database,  
wherein the first help information entry for the first term includes a first unit of help information for the first term;  
reading the first unit of help information for the first term from the first help information entry in the help database; and  
displaying the first unit of help information read from the first help information entry for the first term on the display.
11. (Original): The method of claim 10, further comprising:

locating a second help information entry for the first term in the help database,  
wherein the second help information entry for the first term includes a  
second unit of help information for the first term;  
reading the second unit of help information for the first term from the second help  
information entry in the help database; and  
displaying the second unit of help information read from the second help  
information entry for the first term on the display.

12. (Original): The method of claim 11, further comprising:  
determining a first relevance value for the first unit of help information read from  
the first help information entry for the first term;  
determining a second relevance value for the second unit of help information read  
from the second help information entry for the first term; and  
wherein the first unit of help information and the second unit of help information  
are displayed in order of their relevance values.

13. (Currently amended): A method for providing context-sensitive help in a computer-based bodily injury insurance claims processing system comprising a display, the method comprising:

initiating processing of a bodily injury insurance claim on the computer-based  
bodily injury insurance claims processing system, wherein said processing  
of the insurance claim on the computer-based bodily injury insurance  
claims processing system comprises one or more steps, and wherein each  
step is displayable in a display page on the display, and wherein  
processing a bodily injury insurance claim comprises evaluating,  
analyzing and estimating the amount of damage associated with the bodily  
injuries;

initiating a first step in the processing of the bodily injury insurance claim;  
retrieving a page identifier for the display page for the first step from display  
information describing the display page for the first step, wherein the page

identifier for the display page for the first step is a unique code for the display page for the first step;

locating a first page identifier entry for the page identifier in a first index table, wherein the first page identifier entry includes a first object identifier for locating help information entries in one or more help information tables, wherein the one or more help information tables comprise:

a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and

a text table, wherein units of help information in the text table include text sections from the one or more documents;

locating a second page identifier entry for the page identifier in the first index table, wherein the second page identifier entry includes a second object identifier for locating help information entries in the one or more help information tables;

reading the first object identifier from the first page identifier entry;

reading the second object identifier from the second page identifier entry;

locating a first help information entry for the first object identifier in a first help information table from the one or more help information tables, wherein the first help information entry for the first object identifier includes a first unit of help information for the first step;

locating a second help information entry for the second object identifier in the first help information table, wherein the second help information entry for second first object identifier includes a second unit of help information for the first step;

reading the first unit of help information for the first step from the first help information entry in the first help information table;

reading the second unit of help information for the first step from the second help information entry in the first help information table;

determining a first relevance value for the first unit of help information read from the first help information entry for the first step;

determining a second relevance value for the second unit of help information read from the second help information entry for the first step;  
displaying the first unit of help information read from the first help information entry for the first step on the display;  
displaying the second unit of help information read from the second help information entry for the first step on the display; and  
displaying the display page for the first step on the display;  
wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display;  
wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values; and  
wherein, in determining at least one of the first or second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

14-16. (Cancelled).

17. (Original): The method of claim 13,  
wherein the first step includes one or more content items each associated with a content item code, and wherein the content items are displayable on the display page for the first step;  
wherein the method further comprises:  
    locating a first content item code entry for the first content item code in the first index table, wherein the first content item code entry includes a third object identifier for locating help information entries in the one or more help information tables;  
    retrieving the third object identifier from the first content item code entry;

locating a third help information entry for the third object identifier in the first help information table, wherein the third help information entry for the third object identifier includes a third unit of help information for the first content item of the first step;  
reading the third unit of help information for the first content item of the first step from the third help information entry in the first help information table; and  
displaying the third unit of help information read from the third help information entry for the first content item of the first step on the display.

18. (Original): The method of claim 17, further comprising:  
determining a first relevance value for the first unit of help information read from the first help information entry for the first step;  
determining a third relevance value for the third unit of help information read from the third help information entry for the first content item of the first step; and  
wherein the first unit of help information and the third unit of help information are displayed on the display in order of their relevance values.
19. (Original): The method of claim 17, further comprising:  
reading a first relevance value for the first unit of help information read from the first help information entry for the first step from the first page identifier entry;  
reading a third relevance value for the third unit of help information read from the third help information entry for the first content item of the first step from the third page identifier entry; and  
wherein the first unit of help information and the third unit of help information are displayed on the display in order of their relevance values.
20. (Previously presented): The method of claim 13,

wherein the first unit of help information read from the first help information entry for the display page is information relevant to performing the first step in processing of the bodily injury insurance claim.

21-23. (Cancelled).

24. (Currently amended): A method for providing context-sensitive help in a computer-based bodily injury insurance claims processing system comprising a display, the method comprising:

initiating processing of a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayed in one or more display pages on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiating a first step in the processing of the bodily injury insurance claim;

retrieving a page identifier for a display page for the first step from display information describing the display page for the first step, wherein the page identifier for the display page for the first step is a unique code for the display page for the first step;

locating a plurality of page identifier entries for the page identifier in one or more index tables, wherein each of the plurality of page identifier entries includes an object identifier for locating object identifier entries for the page identifier in one or more help information tables, wherein the one or more help information tables comprise:

a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and

a text table, wherein units of help information in the text table  
include text sections from the one or more documents;  
retrieving a plurality of object identifiers from the plurality of page identifier  
entries;  
locating a first plurality of help information entries for the plurality of object  
identifiers in the one or more help information tables, wherein each of the  
first plurality of help information entries includes a unit of help  
information for the display page for the first step;  
reading a first plurality of units of help information for the display page for the  
first step from the first plurality of help information entries;  
reading a first plurality of relevance values for the first plurality of units of help  
information from the plurality of page identifier entries in the one or more  
index tables;  
displaying the first plurality of units of help information read from the first  
plurality of help information entries for the display page for the first step  
on the display; and  
displaying the display page for the first step on the display;  
wherein the first unit of help information for the first step comprises context  
sensitive help for the first step, wherein the context sensitive help for the  
first step is automatically invoked and displayed on the display when the  
first step is initiated, wherein the first step is displayed on one portion of  
the display and the first unit of help information is displayed on another  
portion of the display;  
wherein the first plurality of help information units are displayed in order of their  
relevance values; and  
wherein, in determining at least one of the plurality of relevance values, a header  
relevance value is adjusted such that occurrences in the headers are more  
relevant than occurrences in the text sections.

25. (Cancelled)

26. (Previously presented): The method of claim 24,  
wherein the first step includes a plurality of content items;  
wherein the plurality of content items are displayed on the display page for the  
first step;  
wherein one or more of the plurality of content items of the first step are  
associated with a content item code; and  
wherein the method further comprises:  
retrieving one or more content item codes for the one or more of the  
plurality of content items;  
locating one or more content item code entries for the one or more content  
item codes in the one or more index tables, wherein each of the one  
or more content item code entries includes an object identifier for  
locating help information entries in the one or more help  
information tables;  
retrieving one or more object identifiers from the one or more content item  
code entries for the one or more content item codes;  
locating a second plurality of help information entries for the one or more  
object identifiers in the one or more help information tables,  
wherein the second plurality of help information entries for the one  
or more object identifiers each include a unit of help information;  
reading a second plurality of units of help information for the one or more  
of the plurality of content items from the second plurality of help  
information entries in the one or more help information tables; and  
displaying the second plurality of units of help information read from the  
second plurality of help information entries on the display.
27. (Original): The method of claim 26, further comprising:  
reading a first plurality of relevance values for the first plurality of units of help  
information from the plurality of page identifier entries in the one or more  
index tables;



reading one or more relevance values for the second plurality of units of help information from the one or more content item code entries in the one or more index tables; and  
displaying the first plurality of units of help information and the second plurality of units of help information on the display in order of the relevance values.

28. (Previously presented): The method of claim 26, further comprising:  
determining a total number of the page identifier and content item codes that occur in the first plurality of help information entries and second plurality of help information entries; and  
displaying the first plurality of units of help information and the second plurality of units of help information on the display in order of the determined total number of the page identifier and content item codes that occur in each unit of help information.

Claims 29-42 (Cancelled)

43. (Currently amended): A bodily injury insurance claims processing system comprising:  
a computer system including a memory medium;  
a display device coupled to the computer system;  
one or more user input devices coupled to the computer system;  
a help database for the bodily injury insurance claims processing system stored in the memory medium, wherein the help database comprises one or more documents related to the processing of bodily injury insurance claims in the bodily injury insurance claims processing system and one or more tables configured for use in locating occurrences of terms in the help database; and  
a bodily injury insurance claims processing program stored in the memory medium and executable within the computer system, wherein the bodily injury insurance claims processing program is executable to:

initiate processing of a bodily injury insurance claim on the bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim comprises one or more steps, and wherein each step is displayable in a display page on the display device, and wherein each step is associated with a page identifier, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiate a first step in the processing of the bodily injury insurance claim;  
locate a first help information entry for the first step in the help database using a page identifier for the first step, wherein the page identifier for the display page for the first step is a unique code for a display page for the first step, wherein the first help information entry for the first step includes a first unit of help information for the first step, wherein the help database comprises one or more help information tables, wherein the one or more help information tables comprise:

a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and  
a text table, wherein units of help information in the text table include text sections from the one or more documents;;

read the first unit of help information for the first step from the first help information entry in the help database;

read the second unit of help information for the first step from the second help information entry in the help database;

determining a first relevance value for the first unit of help information read from the first help information entry for the first step;

determining a second relevance value for the second unit of help information read from the second help information entry for the first step;

display the first unit of help information read from the first help information entry for the first step on the display device; and displaying the second unit of help information read from the second help information entry for the first step on the display; and display the display page for the first step on the display device; wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values; and wherein, in determining at least one of the first or second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

44-45. (Cancelled)

46. (Previously presented): The system of claim 43, wherein the help database comprises an index table comprising a plurality of index table entries, wherein a first portion of the plurality of index table entries each comprise a page identifier and an object identifier; wherein the help database further comprises one or more help information tables each comprising a plurality of help information entries, wherein each of the plurality of help information entries comprises an object identifier and a unit of help information; and wherein the index table entries in the index table are used to locate help information entries in the one or more help information tables by matching

index table entry object identifiers to help information entry object identifiers.

47. (Previously presented): The system of claim 46, wherein, in said locating the first help information entry for the first step in the help database using the page identifier for the display page, the bodily injury insurance claims processing program is further executable to:
- locate in the index table a first index table entry comprising a page identifier that matches the page identifier for the display page, wherein the first index table entry comprises a first object identifier;
  - read the first object identifier from the index table entry; and
  - locate in a first of the one or more help information tables the first help information entry for the first object identifier, wherein an object identifier in the first help information entry matches the first object identifier from the first index table entry, and wherein the first help information entry further comprises the first unit of help information for the first step.

48-50. (Cancelled.)

51. (Previously presented): The system of claim 43, wherein the bodily injury insurance claims processing program is further executable to:
- provide a search interface on the display device, wherein the search interface is configured to accept user input of one or more terms to be searched for in the help database from one or more of the user input devices;
  - accept a first term to be searched for in the search interface, wherein the first term is entered by a user of the bodily injury insurance claims processing system using one or more of the user input devices;
  - initiate a search for the first term in the help database;

locate a first help information entry for the first term in the help database, wherein the first help information entry for the first term includes a first unit of help information for the first term;  
read the first unit of help information for the first term from the first help information entry in the help database; and  
display the first unit of help information read from the first help information entry for the first term on the display device.

52-53. (Cancelled)

54. (Currently amended): A bodily injury insurance claims processing system comprising:

- a computer system including a memory medium;
- a display device coupled to the computer system;
- a help database for the bodily injury insurance claims processing system stored in the memory medium, wherein the help database comprises:
  - one or more documents related to the processing of bodily injury insurance claims in the bodily injury insurance claims processing system;

- one or more help information tables comprising help information entries configured for use in locating occurrences of terms in the help database, wherein the one or more help information tables comprise:

- a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and

- a text table, wherein units of help information in the text table include text sections from the one or more documents; and

- one or more index tables comprising index table entries configured for use in locating help information entries in the one or more help information tables; and

a bodily injury insurance claims processing program stored in the memory medium and executable within the computer system, wherein the bodily injury insurance claims processing program is executable to:

- initiate processing of a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim in the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display device, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;
- initiate a first step in the processing of the bodily injury insurance claim;
- retrieve a page identifier for a display page for the first step from display page information for the first step, wherein the page identifier for the display page for the first step is a unique code for the display page for the first step;
- locate a first page identifier entry for the page identifier in a first index table, wherein the first page identifier entry includes a first object identifier for locating help information entries in the one or more help information tables;
- locate a second page identifier entry for the page identifier in the first index table, wherein the second page identifier entry includes a second object identifier for locating help information entries in the one or more help information tables;
- read the first object identifier from the first page identifier entry;
- read the second object identifier from the second page identifier entry;
- locate a first help information entry for the first object identifier in a first help information table from the one or more help information tables, wherein the first help information entry for the first object identifier includes a first unit of help information for the first step;

locate a second help information entry for the second object identifier in the first help information table, wherein the second help information entry for second first object identifier includes a second unit of help information for the first step; read the first unit of help information for the first step from the first help information entry in the first help information table;

read the second unit of help information for the first step from the second help information entry in the first help information table;

determine a first relevance value for the first unit of help information read from the first help information entry for the first step;

determine a second relevance value for the second unit of help information read from the second help information entry for the first step;

display the first unit of help information read from the first help information entry for the first step on the display device; and

displaying the second unit of help information read from the second help information entry for the first step on the display; and

display the display page for the first step on the display device;

wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display;

wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values; and

wherein, in determining at least one of the first or second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

55-57. (Cancelled)

58. (Previously presented): The system of claim 54,  
wherein the first step includes one or more content items each associated with a  
content item code, and wherein the content items are displayable on the  
display page for the first step;  
wherein the bodily injury insurance claims processing program is further  
executable to:  
locate a first content item code entry for the first content item code in the  
first index table, wherein the first content item code entry includes  
a third object identifier for locating help information entries in the  
one or more help information tables;  
retrieve the third object identifier from the first content item code entry;  
locate a third help information entry for the third object identifier in the  
first help information table, wherein the third help information  
entry for the third object identifier includes a third unit of help  
information for the first content item of the first step;  
read the third unit of help information for the first content item of the first  
step from the third help information entry in the first help  
information table; and  
display the third unit of help information read from the third help  
information entry for the first content item of the first step on the  
display.
59. (Previously presented): The system of claim 58, wherein the bodily injury  
insurance claims processing program is further executable to:  
determine a first relevance value for the first unit of help information read from  
the first help information entry for the first step;  
determine a third relevance value for the third unit of help information read from  
the third help information entry for the first content item of the first step;  
and  
wherein the first unit of help information and the third unit of help information are  
displayed in order of their relevance values.



60. (Previously presented): The system of claim 58, wherein the bodily injury insurance claims processing program is further executable to:

read a first relevance value for the first unit of help information read from the first help information entry for the first step from the first page identifier entry;  
read a third relevance value for the third unit of help information read from the third help information entry for the first content item of the first step from the third page identifier entry; and  
wherein the first unit of help information and the third unit of help information are displayed in order of their relevance values.

61-63. (Cancelled).

64. (Currently amended): A bodily injury insurance claims processing system comprising:

a computer system including a memory medium;  
a display device coupled to the computer system;  
one or more user input devices coupled to the computer system;  
a help database for the bodily injury insurance claims processing system stored in the memory medium, wherein the help database comprises:  
one or more documents related to the processing of bodily injury insurance claims in the bodily injury insurance claims processing system;  
one or more help information tables comprising help information entries configured for use in locating occurrences of terms in the help database,  
wherein the one or more help information tables comprise:  
a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and  
a text table, wherein units of help information in the text table include text sections from the one or more documents; and

one or more index tables comprising index table entries configured for use in locating help information entries in the one or more help information tables; and

- a bodily injury insurance claims processing program stored in the memory medium and executable within the computer system, wherein the bodily injury insurance claims processing program is executable to:
- initiate processing of a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim in the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayed in one or more display pages on the display device, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;
  - initiate a first step in the processing of the bodily injury insurance claim;
  - retrieve a page identifier for a display page for the first step from display page information for the first step, wherein the page identifier for the display page for the first step is a unique code for the display page for the first step;
  - locate a plurality of page identifier entries for the page identifier in one or more index tables, wherein each of the plurality of page identifier entries includes an object identifier for locating object identifier entries for the page identifier in one or more help information tables;
  - retrieve a plurality of object identifiers from the plurality of page identifier entries;
  - locate a first plurality of help information entries for the plurality of object identifiers in the one or more help information tables, wherein each of the first plurality of help information entries includes a unit of help information for the display page for the first step;

read a first plurality of units of help information for the display page for the first step from the first plurality of help information entries;  
read a first plurality of relevance values for the first plurality of units of help information from the plurality of page identifier entries in the one or more index tables;  
display the first plurality of units of help information read from the first plurality of help information entries for the display page for the first step on the display device; and  
display the display page for the first step on the display device;  
wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display;  
wherein the first plurality of help information units are displayed in order of their relevance values; and  
wherein, in determining at least one of the plurality of relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

65. (Cancelled)

66. (Previously presented): The system of claim 64,  
wherein the first step includes a plurality of content items;  
wherein the plurality of content items are displayed on the display page for the first step;  
wherein one or more of the plurality of content items of the first step are each associated with a content item code; and

wherein the bodily injury insurance claims processing program is further executable to:

retrieve one or more content item codes for the one or more of the plurality of content items;

locate one or more content item code entries for the one or more content item codes in the one or more index tables, wherein each of the one or more content item code entries includes an object identifier for locating help information entries in the one or more help information tables;

retrieve one or more object identifiers from the one or more content item code entries for the one or more content item codes;

locate a second plurality of help information entries for the one or more object identifiers in the one or more help information tables, wherein the second plurality of help information entries for the one or more object identifiers each include a unit of help information;

read a second plurality of units of help information for the one or more of the plurality of content items from the second plurality of help information entries in the one or more help information tables; and

display the second plurality of units of help information read from the second plurality of help information entries on the display device.

67. (Previously presented): The system of claim 66, wherein the bodily injury insurance claims processing program is further executable to:

read a first plurality of relevance values for the first plurality of units of help information from the plurality of page identifier entries in the one or more index tables;

read one or more relevance values for the second plurality of units of help information from the one or more content item code entries in the one or more index tables; and

display the first plurality of units of help information and the second plurality of units of help information on the display device in order of the relevance values.

68. (Previously presented): The system of claim 66, wherein the bodily injury insurance claims processing program is further executable to:

determine a total number of the page identifier and content item codes that occur in the first plurality of help information entries and second plurality of help information entries; and

display the first plurality of units of help information and the second plurality of units of help information on the display in order of the determined total number of the page identifier and content item codes that occur in each unit of help information.

Claims 69-80 (Cancelled)

81. (Currently amended): A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

initiating processing of a bodily injury insurance claim on a computer-based bodily injury insurance claims processing system comprising a display, wherein said processing of the bodily injury insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiating a first step in the processing of the bodily injury insurance claim;

retrieving a page identifier for the display page for the first step from display information describing the display page for the first step, wherein the page identifier for the display page for the first step is a unique code for the display page for the first step;

locating a first help information entry for the first step in a help database using the page identifier for the display page, wherein the first help information entry for the first step includes a first unit of help information for the first step, wherein the help database comprises one or more help information tables, wherein the one or more help information tables comprise:

a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and  
a text table, wherein units of help information in the text table include text sections from the one or more documents;

locating a second help information entry for the first step in the help database using the page identifier for the display page, wherein the second help information entry for the first step includes a second unit of help information for the first step;

reading the first unit of help information for the first step from the first help information entry in the help database;

reading the second unit of help information for the first step from the second help information entry in the help database;

determining a first relevance value for the first unit of help information read from the first help information entry for the first step;

determining a second relevance value for the second unit of help information read from the second help information entry for the first step;

displaying the first unit of help information read from the first help information entry for the first step on the display; ~~and~~

displaying the second unit of help information read from the second help information entry for the first step on the display; and

displaying the display page for the first step on the display;

wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of

the display and the first unit of help information is displayed on another portion of the display;  
wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values; and  
wherein, in determining at least one of the first or second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

82. (Cancelled)

83. (Previously presented): The carrier medium of claim 81,  
wherein the help database comprises an index table comprising a plurality of index table entries, wherein a first portion of the plurality of index table entries each comprise a page identifier and an object identifier;  
wherein the help database further comprises one or more help information tables each comprising a plurality of help information entries, wherein each of the plurality of help information entries comprises an object identifier and a unit of help information;  
wherein the index table entries in the index table are used to locate help information entries in the one or more help information tables by matching index table entry object identifiers to help information entry object identifiers; and  
wherein, in said locating the first help information entry for the first step in the help database using the page identifier for the display page, the program instructions are further computer-executable to implement:  
locating in the index table a first index table entry comprising a page identifier that matches the page identifier for the display page,  
wherein the first index table entry comprises a first object identifier;  
reading the first object identifier from the index table entry; and

locating in a first of the one or more help information tables the first help information entry for the first object identifier, wherein an object identifier in the first help information entry matches the first object identifier from the first index table entry, and wherein the first help information entry further comprises the first unit of help information for the first step.

84. (Cancelled)

85. (Previously presented): The carrier medium of claim 81, wherein the first unit of help information read from the first help information entry for the display page is information relevant to performing the first step in processing of the bodily injury insurance claim.

86. (Previously presented): The carrier medium of claim 81, wherein the program instructions are further computer-executable to implement:

- providing a search interface on the display, wherein the search interface is configured to accept user input of one or more terms to be searched for in the help database;
- receiving a first term to be searched for in the search interface;
- initiating a search for the first term in the help database;
- locating a first help information entry for the first term in the help database, wherein the first help information entry for the first term includes a first unit of help information for the first term;
- reading the first unit of help information for the first term from the first help information entry in the help database; and
- displaying the first unit of help information read from the first help information entry for the first term on the display.

87. (Cancelled).

28

88. (Currently amended): A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

- initiating processing of a bodily injury insurance claim on a computer-based bodily injury insurance claims processing system comprising a display, wherein said processing of the bodily injury insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;
- initiating a first step in the processing of the bodily injury insurance claim;
- retrieving a page identifier for the display page for the first step from display information describing the display page for the first step, wherein the page identifier for the display page for the first step is a unique code for the display page for the first step;
- locating a first page identifier entry for the page identifier in a first index table, wherein the first page identifier entry includes a first object identifier for locating help information entries in one or more help information tables, wherein the one or more help information tables comprise:
  - a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and
  - a text table, wherein units of help information in the text table include text sections from the one or more documents;
- reading the first object identifier from the first page identifier entry;
- reading the second object identifier from the second page identifier entry;
- locating a first help information entry for the first object identifier in a first help information table from the one or more help information tables, wherein the first help information entry for the first object identifier includes a first unit of help information for the first step;



locating a second help information entry for the second object identifier in the first help information table, wherein the second help information entry for second first object identifier includes a second unit of help information for the first step;

reading the first unit of help information for the first step from the first help information entry in the first help information table;

reading the second unit of help information for the first step from the second help information entry in the first help information table;

determining a first relevance value for the first unit of help information read from the first help information entry for the first step;

determining a second relevance value for the second unit of help information read from the second help information entry for the first step;

displaying the first unit of help information read from the first help information entry for the first step on the display;

displaying the second unit of help information read from the second help information entry for the first step on the display; and

displaying the display page for the first step on the display;

wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display;

wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values; and

wherein, in determining at least one of the first or second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

89-90. (Cancelled)

91. (Previously presented): The carrier medium of claim 88,  
wherein the first step includes one or more content items each associated with a  
content item code, and wherein the content items are displayable on the  
display page for the first step;  
wherein the program instructions are further computer-executable to implement:  
locating a first content item code entry for the first content item code in  
the first index table, wherein the first content item code entry  
includes a third object identifier for locating help information  
entries in the one or more help information tables;  
retrieving the third object identifier from the first content item code entry;  
locating a third help information entry for the third object identifier in the  
first help information table, wherein the third help information  
entry for the third object identifier includes a third unit of help  
information for the first content item of the first step;  
reading the third unit of help information for the first content item of the  
first step from the third help information entry in the first help  
information table; and  
displaying the third unit of help information read from the third help  
information entry for the first content item of the first step on the  
display.
92. (Original): The carrier medium of claim 91, wherein the program instructions are  
further computer-executable to implement:  
determining a first relevance value for the first unit of help information read from  
the first help information entry for the first step;  
determining a third relevance value for the third unit of help information read  
from the third help information entry for the first content item of the first  
step; and  
wherein the first unit of help information and the third unit of help information are  
displayed in order of their relevance values.

93. (Cancelled)

94. (Cancelled).

95. (Currently amended): A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

initiating processing of a bodily injury insurance claim on a computer-based bodily injury insurance claims processing system comprising a display, wherein said processing of the insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayed in one or more display pages on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiating a first step in the processing of the bodily injury insurance claim;

retrieving a page identifier for a display page for the first step from display information describing the display page for the first step, wherein the page identifier for the display page for the first step is a unique code for the display page for the first step;

locating a plurality of page identifier entries for the page identifier in one or more index tables, wherein each of the plurality of page identifier entries includes an object identifier for locating object identifier entries for the page identifier in one or more help information tables, wherein the one or more help information tables comprise:

a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and  
a text table, wherein units of help information in the text table include text sections from the one or more documents;

retrieving a plurality of object identifiers from the plurality of page identifier entries in response to initiating the first step;

locating a first plurality of help information entries for the plurality of object identifiers in the one or more help information tables, wherein each of the first plurality of help information entries includes a unit of help information for the display page for the first step;

reading a first plurality of units of help information for the display page for the first step from the first plurality of help information entries;

reading a first plurality of relevance values for the first plurality of units of help information from the plurality of page identifier entries in the one or more index tables;

displaying the first plurality of units of help information read from the first plurality of help information entries for the display page for the first step on the display; and

displaying the display page for the first step on the display;

wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display;

wherein the first plurality of help information units are displayed in order of their relevance values; and

wherein, in determining at least one of the plurality of relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

96. (Cancelled).

97. (Original): The carrier medium of claim 95,  
wherein the first step includes a plurality of content items;  
wherein the plurality of content items are displayed on the display page for the first step;

wherein one or more of the plurality of content items of the first step are each associated with a content item code; and

wherein the program instructions are further computer-executable to implement:

- retrieving one or more content item codes for the one or more of the plurality of content items;
- locating one or more content item code entries for the one or more content item codes in the one or more index tables, wherein each of the one or more content item code entries includes an object identifier for locating help information entries in the one or more help information tables;
- retrieving one or more object identifiers from the one or more content item code entries for the one or more content item codes;
- locating a second plurality of help information entries for the one or more object identifiers in the one or more help information tables, wherein the second plurality of help information entries for the one or more object identifiers each include a unit of help information;
- reading a second plurality of units of help information for the one or more of the plurality of content items from the second plurality of help information entries in the one or more help information tables; and
- displaying the second plurality of units of help information read from the second plurality of help information entries on the display.

98. (Cancelled).

99. (Previously presented): The carrier medium of claim 97, wherein the program instructions are further computer-executable to implement:

- determining a total number of the page identifier and content item codes that occur in the first plurality of help information entries and second plurality of help information entries; and
- displaying the first plurality of units of help information and the second plurality of units of help information on the display in order of the determined total

number of the page identifier and content item codes that occur in each unit of help information.

Claims 100-113 (Cancelled)

114. (Previously presented): The method of claim 3, wherein the first and second units of help information comprise headers from one or more documents related to the processing of the bodily injury insurance claim and text sections from the one or more documents, wherein determining the first relevance value comprises using a word count for a term or a code from the first help information entry, wherein determining the second relevance value comprises using a word count for the term or the code from the second help information entry, wherein, in determining at least one of the first and second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

115. (Cancelled)

116. (Cancelled)

117. (Cancelled)

118. (Currently amended): The method of claim ~~123415~~, wherein the first and second relevance values comprise relevance values for occurrences headers and relevance values for text sections, wherein the weight or scaling factors for the first and second relevance values are such that the relevance values for the headers are always at least as high as the relevance values for the text sections.

119. (Currently amended): The method of claim ~~123415~~, wherein the first and second relevance values comprise relevance values for occurrences headers and relevance values for text sections, wherein the weight or scaling factors for the first and second relevance values are such that the minimum relevance values for the headers are the maximum relevance values for the text sections.

120. (Previously presented): The method of claim 1, further comprising displaying on the display a location of an occurrence of the first unit of help information in one or more documents.

121. (Previously presented): The method of claim 1, further comprising displaying on the display a location of an occurrence of the first unit of help information in one or more documents, wherein the location is displayed as a chapter hierarchy of at least one of the documents in which the occurrence is found.

122. (Previously presented): The method of claim 1, wherein one portion of the display comprises a plurality of step elements, wherein another portion of the display comprises context sensitive help for the step and context sensitive help for each of the step elements.

123. (New): A method for providing context-sensitive help in a computer-based bodily injury insurance claims processing system comprising a display, the method comprising:

- initiating processing of a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;
- initiating a first step in the processing of the insurance claim;
- retrieving a page identifier for the display page for the first step from display information describing the display page for the first step, wherein the page identifier for the display page for the first step is a unique code for the display page for the first step;
- locating a first help information entry for the first step in a help database using the page identifier for the display page, wherein the first help information

entry for the first step includes a first unit of help information for the first step;

locating a second help information entry for the first step in the help database using the page identifier for the display page, wherein the second help information entry for the first step includes a second unit of help information for the first step;

reading the first unit of help information for the first step from the first help information entry in the help database;

reading the second unit of help information for the first step from the second help information entry in the help database;

determining a first relevance value for the first unit of help information read from the first help information entry for the first step;

determining a second relevance value for the second unit of help information read from the second help information entry for the first step;

displaying the first unit of help information read from the first help information entry for the first step on the display;

displaying the second unit of help information read from the second help information entry for the first step on the display; and

displaying the display page for the first step on the display;

wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display; and

wherein the first and second units of help information comprise headers from one or more documents related to the processing of the bodily injury insurance claim and text sections from the one or more documents, wherein determining the first relevance value comprises determining a position of a code or a term in the first help information entry, wherein determining the a second relevance value comprises determining a position of the code or the



term in the second help information entry, wherein, in determining at least one of the first and second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

124. (New): A method for providing context-sensitive help in a computer-based bodily injury insurance claims processing system comprising a display, the method comprising:  
A method for providing context-sensitive help in a computer-based bodily injury insurance claims processing system comprising a display, the method comprising:

initiating processing of a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiating a first step in the processing of the insurance claim;

retrieving a page identifier for the display page for the first step from display information describing the display page for the first step, wherein the page identifier for the display page for the first step is a unique code for the display page for the first step;

locating a first help information entry for the first step in a help database using the page identifier for the display page, wherein the first help information entry for the first step includes a first unit of help information for the first step;

locating a second help information entry for the first step in the help database using the page identifier for the display page, wherein the second help information entry for the first step includes a second unit of help information for the first step;

reading the first unit of help information for the first step from the first help information entry in the help database;  
reading the second unit of help information for the first step from the second help information entry in the help database;  
determining a first relevance value for the first unit of help information read from the first help information entry for the first step;  
determining a second relevance value for the second unit of help information read from the second help information entry for the first step;  
displaying the first unit of help information read from the first help information entry for the first step on the display;  
displaying the second unit of help information read from the second help information entry for the first step on the display; and  
displaying the display page for the first step on the display;  
wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display; and  
wherein the first and second units of help information comprise headers from one or more documents related to the processing of the bodily injury insurance claim and text sections from the one or more documents, wherein determining at least one of the relevance values comprises:  
using a word count for a term or a code from the help information entry to produce a percentage relevance value;  
using a position of a code or a term in the help information entry and using position of the occurrence and the total word count of the portion of the document to produce a positional relevance value; and  
combining the percentage relevance value and the positional relevance value to produce the relevance value for the occurrence, wherein, in determining at least one of the first and second relevance values, a

header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

**REMARKS**

Amendments to claims 1, 13, 24, 43, 54, 64, 81, 88, 95, 118, and 119 and cancellation of claims 2,3, 6, 14-16, 22, 25, 44, 45, 48, 52, 53, 55-57, 62, 63, 65, 82, 84, 87, 89, 90, 94, 96, 98, 115, and 117 have been proposed. Claims 123 and 124 are new. Amended claim 1 includes features of cancelled claims 2, 3, and 6. Claim 123 includes features of claim 1 and cancelled claim 115. Claim 124 includes features of claim 1 and cancelled claim 117.

**Conclusion**

Applicant submits that all pending claims are in condition for allowance, and an early notice to that effect is earnestly solicited. If a phone interview would speed allowance of any pending claims, such is requested at the Examiner's convenience.

If any extensions of time (under 37 C.F.R. § 1.136) are necessary to prevent the above referenced application(s) from becoming abandoned, Applicant(s) hereby petition for such extensions. The Commissioner is authorized to charge any fees which may be required, or credit any overpayment, to Meyertons, Hood, Kivlin, Kowert & Goetzel, P.C. Deposit Account No. 501505/5053-35700/EBM.

Respectfully submitted,

Eric B. Meyertons

Reg. No. 34,876  
Attorney for Appellant

MEYERTONS, HOOD, KIVLIN, KOWERT & GOETZEL, P.C.  
P.O. Box 398  
Austin, TX 78767-0398  
(512) 853-8800 (voice)  
(512) 853-8801 (facsimile)

Date: \_\_\_\_\_